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PTO/SB/08A (10-01)

Substitute for form 1449A/PTO				Complete if Known		
				Application Number	09/998,767	
INFORMATION DISCLOSURE				Filing Date	11/29/2001	
STATEMENT BY APPLICANT (use as many sheets as necessary)			PPLICANT	First Named Inventor	Vadim Zyarko	
				Art Unit	2121	
			necessary)	Examiner Name	Unknown	
Sheet	1	of	1	Attorney Docket Number	P5074	

	U.S. PATENT DOCUMENTS						
Exeminer Initials		Document Number Number - Kind Code ² (if known	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevent Passages or Relevent Figures Appear		
		US- 2002/0064149 A1	05-30-2002	Elliot et al.	Abstract & Figs 1-114		
		US-2002/0032809 A1	03-14-2002	Bateman et al.	Abstract & Figs 1-11		
		Us- 6,333,928 B1	12-25-2001	Schaal et al.	Abstract, Figs 1-7, & Col. 1-2		
Φ		US- 6,477,434 B1	11-05-2002	Wewalaarachchi et al	Abstract, Figs 1-17, & Col. 3-6		
7		US- 2002/0129094 A1	09-12-2002	Reisman	Abstract & Figs 1-38		
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FOREIGN PATENT DOCUMENTS								
Exeminer Initiels		Foreign Patent Document County Code 3 - Number 4 - Kind Code 5 (# known)	Publication Data MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	Т		
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Date Examiner Considered Signature

English language Translation is authorized.

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^{*}EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Drew line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

1 Applicant's unique citation designation number (optionel). 2 See Kinds Codes of USPTO Patent Documente et www.uspto.gov or MPEP 901.04. 3 Enter Office that Issued the document, by the two-letter code (WIPO Standard ST.3). 4 For Jepenese petent documents, the indication of the yeer of the reign of the Emperor must precede the seriel number of the patent document. 5 Kind of document by the appropriate symbols es indicated on the document under WIPO Standard ST. 16 if possible. Applicant is to plece a check mark here if English language Trenslation is attached.

3-24-03



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2121

Examiner Not yet known

Vadim Zyarko et al.

Case:

P5074

Serial No.:

09/998,767

Filed:

11/29/2001

Subject:

Method and Apparatus for Building Communication Between Agent

Desktop Scripting Applications and an Outbound Call Software Suite

within a Telecommunicaitons Center

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TECHNOLOGY CENTER R3700

Dear Sir,

Information Disclosure Statement Under 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing six (6) references received from the PCT International Search Report (copy enclosed) in case PCT/US02/37126, mailed March 14, 2003. Applicant desires that the references be entered in the above referenced case as relevance dictates.

As prosecution has not begun in this case, in accordance with rule 1.97(b)(3), no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

Vadim Zyarko et al.

by

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